

I. POLICY

It is the policy of the Patrol to maintain close community relations. This will allow the Patrol to meet the needs of the citizens of North Carolina as well as its visitors and develop public confidence. **(CALEA 45.1.2)**

II. OBJECTIVES

To minimize traffic collisions and the resulting fatalities through educational programs and safety awareness campaigns.

To actively solicit information from the public regarding its perception of the Patrol. This information, along with official statistical data, will be used to assist the Patrol in formulating responses to the public's needs.

To provide the public with a clear image of the Patrol by publicizing objectives, concerns, and successes in serving the public.

III. RESPONSIBILITIES

Each employee of the Patrol shall be responsible for the overall achievement of this policy. The public's image of the Patrol is often determined by the day-to-day contacts its employees have with the public; therefore, each employee shall exhibit professionalism and maintain objectivity in their dealings with the public.

District First Sergeants in consultation with Traffic Safety Information Officers shall be responsible for initiating and overseeing all community relations functions within their respective districts.

District First Sergeants in consultation with Traffic Safety Information Officers shall assist with the establishment of community groups, which have purposes consistent with the mission of the Patrol. **(CALEA 45.1.2)**

District First Sergeants and Traffic Safety Information Officers shall maintain a liaison with active community groups in their area. Ideally, the community groups should represent a cross section of the area population. **(CALEA 41.2.1; 45.1.2)**

The Traffic Safety Information Officer/State Recruiter in conjunction with Troop Traffic Safety Information Officers will coordinate community relations programs statewide.

Members are encouraged to participate in community activities while off duty that may foster cooperative efforts in resolving community issues.